

ATTACHMENT 3

MANAGEMENT SECTION

The Management Section of the proposal shall describe how the program will be managed and by whom. Please provide the following information. Be specific and complete. RFP candidates submitting a timely Letter of Intent will receive the following electronic attachments on Wednesday, September 30, 2020.

1. Governance 5 points

Provide an Agency organizational chart and highlight the position(s) responsible for the development, implementation, supervision and oversight of the Volunteer Transportation program.

2. Data Collection/Maintaining Program Participation and Program Records 15 points

- Provide policy for record retention of volunteer transportation participants.
- Detail your organization's plan to collect and report monthly volunteer transportation services provided to the County.

3. Quality Assurance 10 points

Describe operational procedures your organization utilizes to measure accomplishments and uncover service provision and operational problems. Describe how the organization will utilize these operational procedures to evaluate the volunteer transportation best practices and areas of the service that would benefit from improvement.